

Get an overview of the online moving process with pro tips from experienced customers and counselors. [Back to top](#)

Need more? Visit or call your [local transportation office](#).

TUTORIAL

File a Claim



1 of 10

Thu Mar 22 15:00:00 GMT 2018

Logout

Gordy Jones MSG/E-7 United States Air Force

Defense Personal Property System

Home

My Profile

My Documents

Useful Links

Quick Reference Guides

Welcome to DPS

Start a New Move

Shipment Management

Customer Satisfaction Survey

Claim History

Current Move

21 Mar 2018: FORT BELVOIR to MIAMI

Order Number 0192-5577

Order Type Permanent Change of Station

Shipment Status 1-HHG: Delivered Complete

BGAC0001334

Desired Pickup Date

20 Mar 2018

Actual Pickup Date

2018-03-20 00:00:00

Assigned Counselor

AGFM JPPSO

800-762-7186

Moving Company

CARLYLE VAN LINES, INC.

6607478128

Origin

908 W. POINT DRIVE

FORT BELVOIR, VA 22060

UNITED STATES

Move Type

1-HHG: Household Goods

Total Pro-Gear Weight

100 lbs - Service Member

50 lbs - Spouse

Destination

990 COCONUT WAY

MIAMI, FL 33107

UNITED STATES

Estimated Shipment Weight

7650 lbs

Actual Shipment Weight

7500 lbs

Edit My Order/Shipment Info

Print DD1797 Counseling Checklist

Print DD1299 Shipment Application

File a Claim


Complete Survey

Add another shipment

To create a Claim, from the welcome screen locate your shipment and click on the File a claim link. If you've had previous moves, you may have to use the expand icon to locate your shipment.

2 of 10

Back to top

The Jan 19 22:15:33 UTC 2019

Defense Personal Property System

Gordy Jones M534
[Home](#) [My Profile](#) [My Documents](#) [Useful Links](#) [Quick Reference Guides](#)

DPS Landing Page

You should notify the Transportation Service Provider (TSP) (the moving company of any loss or damage to your personal property **within the 75 days (applicable to household goods shipments picked up prior to May 15, 2020) or within the 180 days (applicable to household goods shipments picked up May 15, 2020 and after)** of the delivery of your shipment.

READ THESE INSTRUCTIONS FIRST!

Welcome to your Claims Home Page.

1. You should notify the Transportation Service Provider (TSP) (the Moving Company) of any loss or damage to your personal property within 75 days of the delivery of your shipment.
2. There are two ways to notify the Moving Company of any Loss or Damage to your personal property, but only one way to file a claim.
 - a. Loss and Damage Report. Using forms provided by the Moving Company, you can notify them of your loss or damage at the time of delivery and/or after the delivery. You can also file a Loss/Damage Report in the DPS Claims Module. Note: You do not have to file a Loss/Damage Report as long as you file your Claim within 75 days of the delivery of your shipment. Submitting a Loss/Damage Report does not constitute filing a claim.
 - b. Filing Your Claim. You must file your Claim in the DPS Claims Module. To prepare to file your claim, you will need to know what items were lost or damaged to include the inventory number, year of purchase, and purchase cost. Pictures of damaged items can be uploaded into the DPS Claims Module. Once your Claim has been submitted, your Moving Company will contact you with an email within 30 days to complete the Claims process.
3. Step-by-step instructions for both Loss/Damage Report notification and how to file your Claim are located at www.move.mil.
4. We are currently working to improve the Claims process, and we appreciate your feedback.

Submitting items from your Loss/Damage report(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually file a claim for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDOC that the TSP is in bankruptcy.
3. Military claims office closed down.

Start My Loss and Damage Report

VIEW MY LOSS AND DAMAGE REPORT

Start My Claim

VIEW MY CLAIM

Help

To create a claim, click on the Start My Claim button.



After adding all your claim items and updating any required information, **you must select the SUBMIT CLAIM TO TSP button** to process your Claim!

You should notify the Transportation Service Provider (TSP) (the moving company of any loss or damage to your personal property **within the 75 days (applicable to household goods shipments picked up prior to May 15, 2020) or within the 180 days (applicable to household goods shipments picked up May 15, 2020 and after)** of the delivery of your shipment.

Defense Personal Property System

Home My Profile My D

DPS Landing Page

Claim

Claim #: 1-382YBL Claim Creation Date: 1/11/2019

Claimant Information

ID Number: First Name: Last Name: Rank/Pay Grade: Email: Branch of Service: Rank:

Street Address: City: State: Zip/Postal Code: Country:

Comments (255 characters maximum):

Claim Details

BOL/GBL Number: Submitter's Relationship: TSP Claim Number: TSP's Liability Limit: Quick Claims Payment made?: Quick Claims Payment: Dollar amount of Quick Claims payment: Item List for Quick Claims:

Claims Shipment Description: Delivery Date: Pickup Date: Weight: Timely Payment Received:

Shipments

BOL/GBL Number	Customer	Rank/Pay Grade	DOD Customer Rank	Shipment Status	Shipment Type
00FA00000	Gordy Jones	LTCAD-S	LTC	Delivered	SHIPD

Confirm

Please ensure that the customer information is correct. Update it if it has changed.

Select a listed shipment in the pop-up window, click on the Pick button and then confirm Ok button. DPS will populate the record with information about the selected shipment.

[Back to top](#)


5 of 10

The screenshot shows the 'DPPS Landing Page' with a 'Claims' form. The form is divided into two main sections: 'Statement Information' and 'Claim Details'. A red bracket highlights these sections. The 'Statement Information' section includes fields for 'ID Number', 'First Name', 'Last Name', 'Ranking Grade', 'Email', 'Branch of Service', 'Rank', 'Street Address', 'City', 'State', 'Zip/Postal Code', and 'Country'. The 'Claim Details' section includes fields for 'BOL/AGL Number', 'Submitter's Relationship', 'TSP Claim Number', 'TSP's Liability Limit', 'Quick Claims Payment (Y/N)', 'Order amount of Quick Claims payment', 'Shipper's Description', 'Claim Shipper's Description', 'My Completed Shipments', 'Delivery Date', 'Pickup Date', 'Weight', 'Verify Payment Received', and 'Check Claims Payment'. A red arrow points to the 'Save' button at the bottom left of the form. Below the form is a table with columns: Item, Item Name, Item Description, Purchase Cost, Purchase Year(TYTX), Item Status, Claimed Amount, Loan Type, Inventory Number, Created, Storage Description, and Search Results.

Next, update any require * information and select the Save button to create the claim.

6 of 10

Fri Jan 11 15:08:43 UTC 2019


Defense Personal Property System

[Back to top](#)

DPS Landing Page

Claim

Claim #
Claim Creation Date

Claimant Information

ID Number:
First Name:
Last Name:
Rank/Title Grade:
Email:
Branch of Service:
Rank:

Street Address:
City:
State:
ZIP/Postal Code:
Country:

Comments (255 characters maximum):

Claim Details

BOLGBL Number:
Substance Information:
TSP Claim Number:
TSP's Liability Status:

Claims Shipment Description:
Delivery Date:
Weight:
TSP's Property Received:


Quick Claims Payment ready?:
Quick Claims Payment:
Enter amount of Quick Claims payment:
Item List for Quick Claims:

Item	Item Name	Item Description	Purchase Cost	Purchase Year(YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description	Desired Remark
1	bike	1	\$1.00	2011	Demand Pending	\$1.00	Damaged	1	1/11/2019 04:31:22 PM	broken	

If you previously submitted a Loss /Damage report for this shipment, you have an option to click on the Import Loss/Damage Items button to transfer those items from your Loss /Damage report into your claim.

7 of 10

Thu Jan 10 22:15:33 UTC 2019


Defense Personal Property System

[Home](#)
[My Profile](#)
[My Documents](#)
[Useful Links](#)
[Quick Reference Guides](#)
[DPS TSP ScoreCard](#)

DPS Landing Page

Claim

Claim #
Claim Creation Date:
Claim Status:
Comments:
Quick Claims Payment made?:

BOLGBL Number:
Claims Shipment Description:
TSP Claim Number:
Shipment Destination:

Item	Item Name	Item Description	Purchase Cost	Purchase Year(YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description	Desired Remark
1	bike	1	\$1.00	2011	Demand Pending	\$1.00	Damaged	1	1/11/2019 04:31:22 PM	broken	

If you decided to Import Loss/Damage Items use the EDIT CLAIM ITEMS button to fill in required * information for each transferred item. To add new claim items use the ADD CLAIM ITEMS button [Back to top](#)

8 of 10

The screenshot displays the 'DPS Landing Page' for the 'Defense Personal Property System'. At the top, it shows the date 'Fri Jan 11 16:30:01 UTC 2019' and navigation links for 'Home' and 'My I'. The main section is titled 'Claim' and contains several buttons: 'ADD', 'EDIT', 'DELETE', 'IMPORT LOSS/DAMAGE ITEMS', and 'PRINT CLAIM'. Below these buttons are input fields for 'Claim #', 'Claim Creation Date', 'Claim Status', 'Comments', 'Quick Claims Payment made?', 'BOL/GBL Number', 'Claims Shipment Description', 'YSP Claim Number', and 'Shipment Destination'. The 'Add/Update Claim Items' section is highlighted with a blue header. It features a 'SAVE' button (indicated by a red arrow) and a series of input fields for item details. Fields marked with a red asterisk (*) are required: 'Item Name', 'Item Description', 'Inventory Number', 'Item Status', 'Loss Type', 'Make/Model', 'Claimed Amount', 'Recovery Date', 'Recovery Amount', 'Acquired Used?', 'Purchase Cost', and 'Purchase Year'. A red bracket groups these required fields. At the bottom, there is a 'Demand/Offer' section with a 'SEARCH' button and a table of search results.

Now you will need to make sure that all required * fields are filled in and then click the Save Button.

9 of 10

DPS Landing Page

Defense Personal Property System

Back to top

Claim
ADD CLAIM
DELETE CLAIM
UPDATE CLAIM
PREVIEW

Claim #
 Claim Creation Date
 Claim Status

Claim Description
 TSP Claim Number

Claimant

Add/Update Claim Items
ADD CLAIM ITEMS
DELETE
UPDATE
TEST CLAIM ITEMS

Item	Item Name	Item Description	Purchase Code	Purchase Year/Model	Item Status	Claimed Amount	Loan Type	Inventory Number	Created	Damage Description (Item ID)
1	Item			2011	Unclaimed Inventory	\$1.00	Standard		1/1/2018 06:31:02 PM	123456

Demands/Offer
STATUS

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to full customer	DPS Customer Counter Offer	Final TSP Offer?	Offer Accepted by full customer	Total amount paid to full customer by	Transferred to RGA	TSP Remark
-------------------------	-----------	------------	-----------	------------------------	------------------------------	----------------------------	------------------	---------------------------------	---------------------------------------	--------------------	------------

Upload File Attachments
ADD
SEARCH

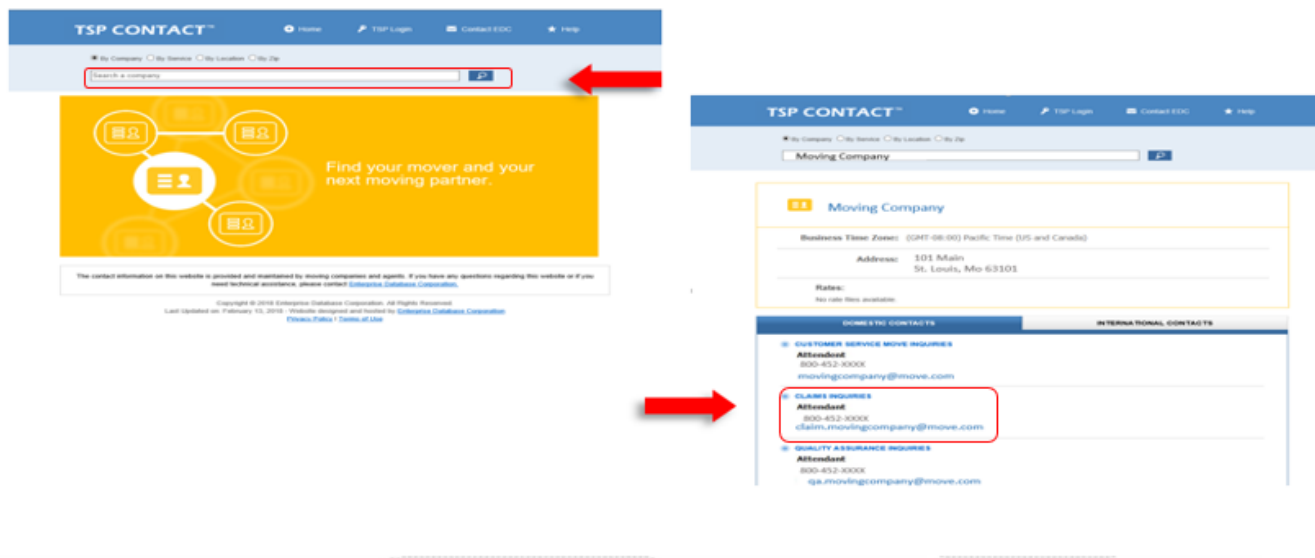
Attachment Name	Type	Size (in Bytes)	Modified	Comments
-----------------	------	-----------------	----------	----------

SUBMIT CLAIM TO TSP

To complete the claim process, after all items and attachments are added to the claim, **you must click on the SUBMIT CLAIM TO TSP button located at the bottom of your screen** to process the Claim.

After adding all your claim items and updating any required * information, **you MUST select the SUBMIT CLAIM TO TSP button** to process your Claim!

[Back to top](#)



CONTACT YOUR MOVING COMPANY

How do you contact your moving company for claim questions and concerns? Most moving companies are found on the [TSP Contact](#) website.



Maintained by
USTRANSCOM

United States Transportation Command

Technical Help Desk

For help using Move.mil or Electronic Transportation Acquisition.

Phone

Toll-Free: (800) 462-2176

Commercial: (618) 589-9445

Email

usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil

[Back to top](#)

Submit a ticket online

<https://src.servicenowservices.com/src/>